



**Independent
Age**

Community Services
Volunteer Training



Independent Age



Housekeeping

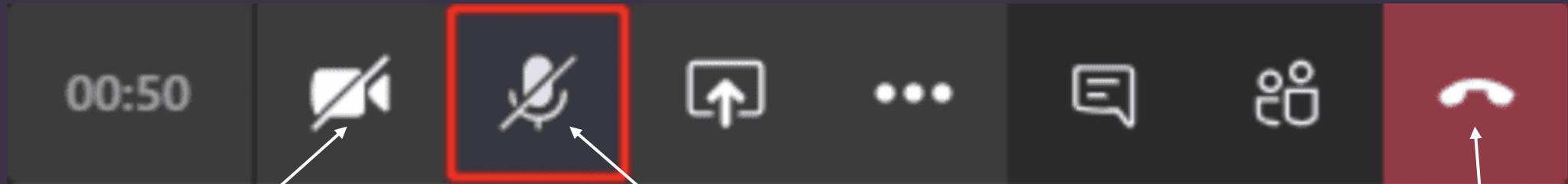
- Mute your mic unless you're speaking
- Before you speak, say your name so that we know who is contributing
- Ask questions
- We'll take regular breaks, but do move around and stretch your legs.
- Let us know in the chat or by email if you have technical issues:
Volunteer.Recruitment@independentage.org





Independent Age

Teams icons:



Video on/off

Mute/unmute mic

Leave call

What to expect from today's training

- Introduction to Independent Age – mission, vision & values
- Introduction to your role
- How to stay safe while you're doing your role
- Next steps after today's session



Vision, Mission and Values

Vision

We can all live a happy, connected, and purposeful later life.

Mission

Our mission is to ensure that as we grow older, we all have the opportunity to live well with dignity, choice, and purpose.

Values

Purpose Driven
Compassionate
Expert

Collaborative
Accountable
Inclusive

Volunteer Vision

Whether performing an active role in their communities, increasing awareness, campaigning for change, or raising funds, volunteers play an essential role in increasing our impact.

Our volunteers work in collaboration with our employees, bringing their skills, experience, passion and expertise to all areas of our work.

We appreciate, support and celebrate our volunteers for their diversity and creativity. Our volunteers increase our capacity and impact, enabling us to ensure that more people can grow old well, with dignity, choice and purpose.

By working with our volunteers, we increase our reach and impact in a wider range of communities across the UK.

How we help



**Independent
Age**

Information,
Guides, and Advice

Money
Support & Care
Housing
Health
Planning

How we help



**Independent
Age**

Helpline

0800 319 6789

Monday to
Friday
8:30am-
6:30pm

How we used to help



**Independent
Age**

Calls and Face to
Face

Friendship Services
Discussion Groups
Visits

How we help



Independent
Age

Campaigning

Financially
Secure
Healthy
Active
Connected

How we help



**Independent
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Public Fundraising

Trusts
Corporate Partnerships
Events
Individual Giving

How we help



**Independent
Age**

Grant Making

May 2020

- 227 Grants

- £3.3m

-National Programme
of local grants

Any questions about our work?



Equity, Diversity and Inclusion



Why is Equity,
Diversity and
Inclusion important in
your role as a
volunteer?



EDI Statement

Our EDI statement applies to everyone who may seek our support, and also to those who seek to support us in delivering our mission to ensure *that as we grow older, we all have the opportunity to live well with dignity, choice and purpose.* This includes the people who use our services, our staff, volunteers, partners, supporters and suppliers.

Community Services

- Our Community Services Team help isolated older people to re-build a fulfilling and independent social life and reduce feelings of loneliness.
- Independent Age's Community Services are designed to achieve positive change in the lives of older people by listening to what they need and shaping support accordingly over an agreed time period



How do older people find our service?

- An older person could contact our Helpline who refer them onto the service.
- An older person could hear about our services and refer themselves.
- A friend, relative or other organisation could refer an older person they feel would benefit from our services.

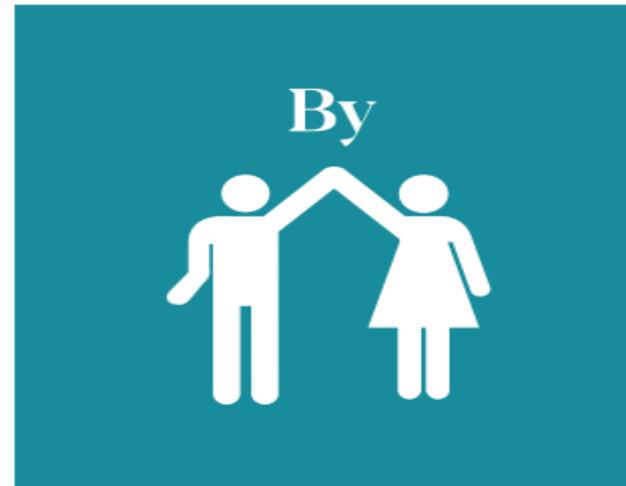
Putting people at the heart of what we do

**“It felt like it was:
Delivered by them, To us.”**
(Medical Model)



**“It felt like it was:
Delivered by them, For us.”**
(Charity Model)

**“It felt like it was:
Delivered by them, With us.”**
*(Social model, Advocacy,
Co-design/Co-production/
Asset Based Approaches)*



**“It felt like it was:
Delivered By Us, for us.”**
*(Asset Based
Community Development)*

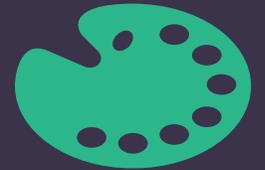
So what could you be doing as part of this role?

- Person Centred
- Dependent on what the person you're working with wants and needs
- Dynamic role that may change over time
- Time Bound usually between 6-9 months



Some of the potential ways that you could be supporting the older person are:

- Meeting at café for a drink
- Going to visit local places e.g. Garden centre
- Accompanying to different group activities
- Supporting with use of technology or access to online services e.g. Online shopping
- Help with shopping at a supermarket or shopping centre



Making the connection with an older person

- Your local volunteer coordinator will talk to you more about this process when you meet them
- Case worker will work with the older person to look at what they want to achieve and will create an action plan
- The local team will carry out a risk assessment.
- The older person will then be matched with a volunteer
- Once this match has been made the volunteer coordinator will work with you to arrange first visit/call and support you with this



It's important to remember...

Independence

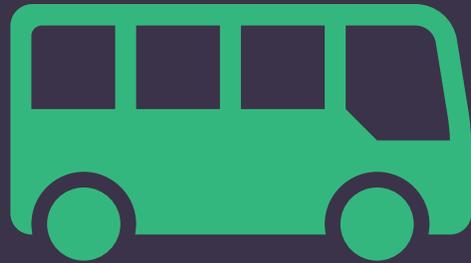


When it's time to say goodbye...

- What emotions do you think you will feel?
- Some tips for when the relationship comes to an end:
 - 1. Acknowledge
 - 2. Prepare
 - 3. celebrate achievements!
 - 4. Review



Lone Working



Personal Safety Guidelines

1. Tell your Trusted Contact where you are going.
2. PLAN – Prepare, Look Confident, Avoid Risk and Never Assume
3. Familiarise yourself with the area
4. Be mindful of the personal information you share
5. Be aware of cultural context
6. Keep your mobile charged and nearby
7. Carry your ID badge with you
8. Make a note and report any incidents that cause you concern



Break

Safeguarding



Context

475,560 concerns of abuse were raised during 2019-20, an increase of 14.6% on the previous year. The impact of the coronavirus (COVID-19) outbreak has not been a material factor in this increase as the pandemic only took hold at the very end of this annual period.

2.9 million older people (65+) in the UK feel they have no one to turn to for help and support (TNS survey for Age UK, December 2014)

What is Safeguarding?

“Protecting an adult’s right to live in safety, free from abuse and neglect.”

Aims:

To stop abuse and neglect where possible

To prevent harm and reduce the risk of neglect to adults

Why it's important

- It's integral to our mission of ensuring older people can live well with dignity choice and purpose
- Reinforced by legislation that we all have a responsibility to act if they have any concern that an adult is being abused, neglected or exploited.



6 Principles of Safeguarding

- **Empowerment** – people being supported and encouraged to make their own decisions with informed consent
- **Prevention** – it is better to take action before harm occurs
- **Proportionality** – the least intrusive response appropriate to the risk presented
- **Protection** – support and representation for those in greatest need
- **Partnerships** – local solutions through services working in their communities
- **Accountability** – accountability and transparency in delivering safeguarding

What is abuse?

“A violation of an individual’s human and civil rights by any other persons.”

- A single act, an accumulation or an omission
- Power imbalance. A person abusing someone who is less able to protect themselves
- Not always intentional
- Can be carried out by **anyone** including:
 - Family and friends
 - Professionals, including paid and informal carers
 - Neighbours
 - People in positions of trust
 - Organisations
 - Strangers and opportunists

Types of abuse

Type of Abuse	Description
Physical abuse	An act causing injury or trauma to another person e.g. hitting, pushing, misuse of medication or restraint.
Sexual abuse	Forcing someone to participate in sexual activities or conversation against their wishes.
Psychological abuse	Including emotional abuse, threats of harm, humiliation, coercion, harassment.
Financial/material abuse	Theft, fraud, exploitation, pressure in relation to wills or inheritance.
Discrimination	Not respecting differences and treating someone different because of their: disability, gender, race, age, religion or beliefs.

Types of abuse

Neglect	Description
Neglect/Acts of Omission	Ignoring medical or physical care needs, failure to provide access to appropriate services, withholding of necessities of life (medication, adequate nutrition and heating)
Self-neglect	Failure of an individual to care for themselves with the result that there is a likely or actual serious impairment to themselves. Includes: hoarding disorder and substance misuse.
Organisational abuse	The needs of an individual are overridden by the needs of an institution e.g. lack of choice of meals, activities, poor timekeeping of administering medication, lack of privacy, dignity or respect for service users.
Domestic violence	Abuse of a partner within an intimate/family relationship. This can be physical, psychological, financial or sexual

Indicators of abuse and neglect

You may notice:

- Personal, medical and social needs not being met
- The person is not well cared for, cold, poorly dressed or hungry
- Unhygienic living conditions
- Reluctance to engage with medical and/or social care support
- Changes in mental health or indications of self-harm

Indicators of abuse and neglect

It can be difficult to identify indicators of abuse but an older person may tell you that they are:

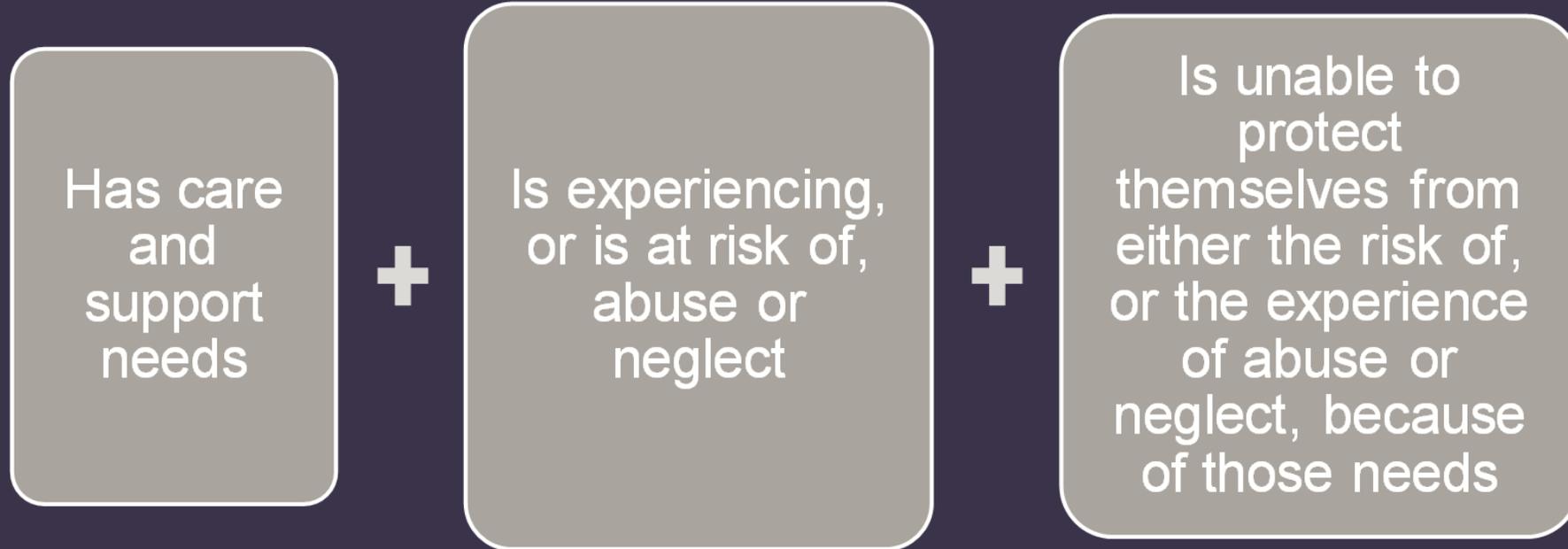
- Frightened
- Stressed
- Having difficulty sleeping
- Feeling depressed

If you are speaking to the older person on a regular basis then you may find:

- Unexplained changes in behaviour
- They are unusually quiet
- They are unusually talkative.

When is a safeguarding response required?

An adult who:



Why an older person might not disclose a concern themselves

They may be:

- Afraid of retribution
- Believe it is their fault
- Ashamed
- Believe no one can help them
- Assume no one will believe them
- Fearful it will damage their relationship with the abuser
- Thinking they will have to move to a care home

Safeguarding Scenario

You have been meeting with Mavis for 2 weeks. One day she tells you about Brian, a nice man who has moved in nearby. He's offered to help her out with little errands. Mavis is thrilled as she could do with some help.

Next week Mavis continues to talk about Brian in glowing terms. He now has the keys to her flat and pops his head round most days to see if there is anything she needs.

After a couple of weeks Mavis mentions that Brian is popping in a little too much; he no longer knocks before coming in and she feels she has lost control of his visits. Also, Mavis says that he doesn't always give her the correct change. She asked him about this and he appeared annoyed and said that he keeps a little to cover his time for doing the chore.

You ask Mavis if she would like some support in explaining how she feels to Brian but she isn't sure. She really appreciates his help and doesn't want to do anything to jeopardise the relationship



Responding to Concerns

Ensure the person is safe, **if there is an immediate threat to life, contact emergency services**

Do:

- Stay calm and listen carefully
- Reassure them they were right to tell you
- Show empathy and keep an open mind
- Treat the information seriously
- Establish the basic facts
- Make a note of what they tell you
- Share the information with us

Don't:

- Ask intrusive questions
- Investigate
- Interrupt
- Contact the alleged abuser
- Be judgemental
- Promise to keep secrets
- Discuss the concern with someone outside of Independent Age

Reporting concerns to Independent Age

Call Emergency Services: If someone is in urgent need of assistance contact emergency services in the first instance

During office hours, 9am – 5pm: Contact your Independent Age contact who can assist.

In the evening (between 5pm – 9pm) or at the weekend (from 9am – 9pm): contact the out of hours safeguarding line.

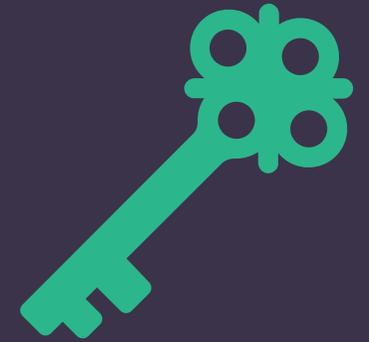
Safeguarding out of hours number:
020 7605 4455



Questions



Data Protection



Why is data protection important for you as a volunteer?

- Data Protection and the GDPR is a legal requirement but also helps us to be mindful of people's wishes and conscientious when handling and storing their information.
- Data includes:
 1. Personal Data, including name, mobile phone and contact details
 2. Special Category Data including health and social care information

You will be sent and asked to sign a copy of our Data Protection and GDPR guidelines which will also give you guidelines on how to protect personal information



Safety Online

- Please do not email personal details to any other person or organisation, except where approved by your Independent Age contact
- If you need to send personal or sensitive information to an Independent Age staff member, please phone or email first to agree the preferred method
- When using social media, do not post anything about other volunteers, staff members, older people or anything that could cause reputational damage to Independent Age.



Six principles of Data Protection

There are six principles that everyone has to abide by:

1. To be **lawful, fair and transparent** when collecting, storing and processing people's information
2. Information is collected only for a **specific purpose**, with consent from the person
3. To **minimise** the information collected from an individual
4. To ensure this information is **accurate and complete** and kept up-to-date
5. To **limit the time information is kept for**
6. To maintain the **integrity and confidentiality** of any information so only those people who needs to see it, can do so.



Geoff

What personal or sensitive information might you know about Geoff?

What could you do to keep that information safe?



Data Breach

What is a 'data breach', and what do I do if one happens?

A data breach is a security incident, by accident or on purpose, in which personal or other confidential information data is copied, transmitted, viewed, stolen or used by an individual unauthorized to do so.

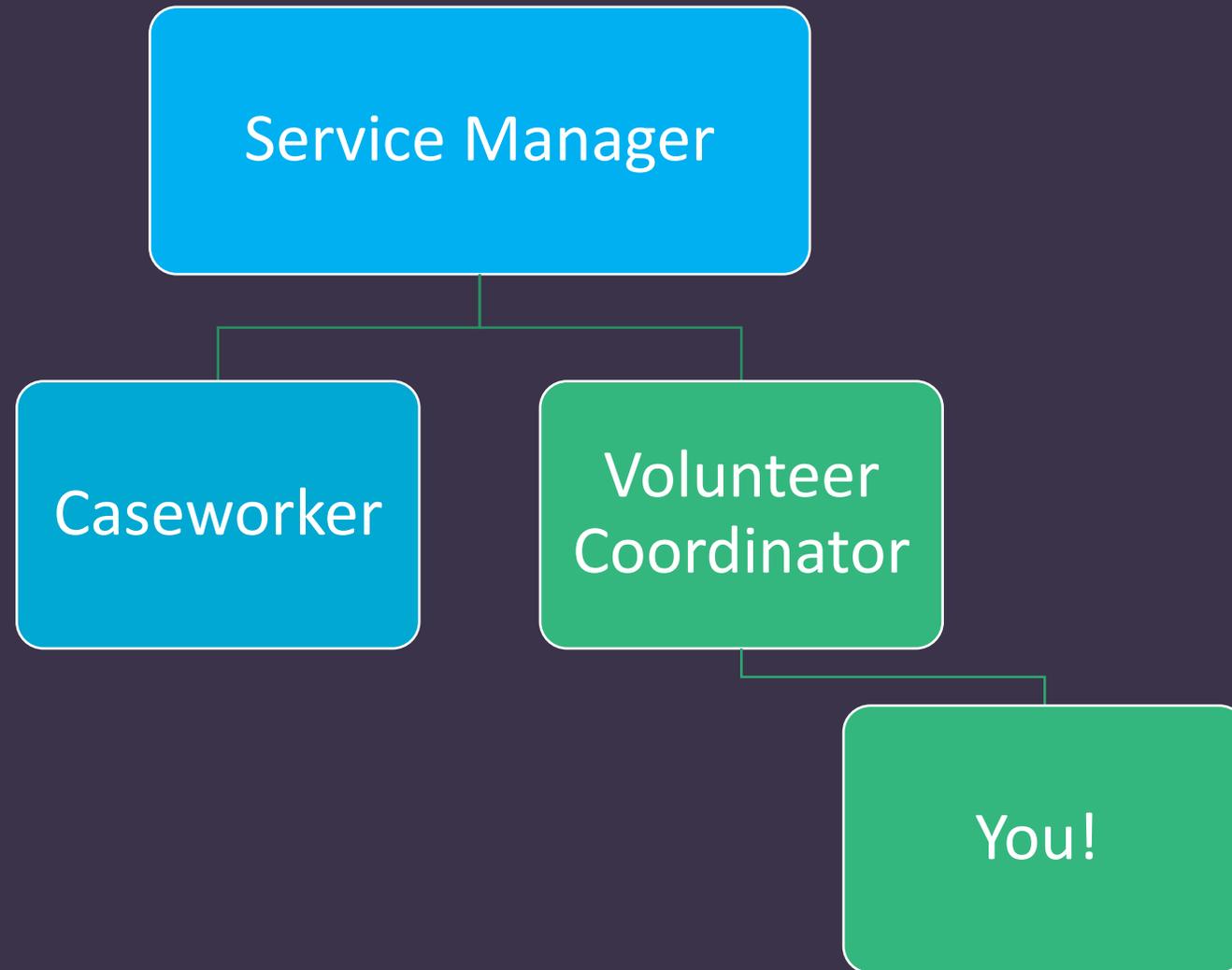
Please note: If you are unsure that a breach has taken place, err on the side of caution and report the incident anyway.



Questions



Supporting You- community services team



Supporting You - Volunteering Team

Get in touch!

Volunteer.Recruitment@independentage.org

Volunteering@independentage.org

0207 605 4255

Office hours: Monday – Friday, 9am – 5pm



If things are not going quite right...

- Questions
- Queries
- Concerns
- Complaints

Raise locally or with the volunteering team as early as you can.



Next Steps

- Safeguarding Quiz
- Data Protection Form
- Volunteer Agreement
- Volunteer Coordinator will be in touch

Questions



Thank you!